

REQUEST FOR PROPOSAL (RFP) COVER PAGE

**Security Access Control Monitoring and Maintenance and Support Services
for Infrastructure Canada Offices**

Solicitation No. – N° de l'invitation : INFC-2024/25-PS5210

Date of Solicitation: April 04, 2024

Contracting Officer:

Xiumei Situ

Address for proposal delivery: Bids must be sent via email only.

E-mail: procurement-appvisionnement@infc.gc.ca

Solicitation closes on May 15, 2024 @ 2:00PM EDT

Infrastructure Canada (INFC) is requesting proposals for services as detailed in Annex A. The proposal must set out the means by which the technical, performance, time and other goals and objectives will be met. INFC will consider entering into a contract as determined by the evaluation factors set out in this RFP.

This Request for Proposal consists of the following:

This Cover Page

Part 1 GENERAL INFORMATION

Part 2 BIDDER INSTRUCTIONS

Part 3 BID PREPARATION INSTRUCTIONS

Part 4 EVALUATION PROCEDURES AND BASIS OF SELECTION

Part 5 CERTIFICATIONS

Part 6 RESULTING CONTRACT CLAUSES

Bidder's Name and Address:

Telephone number:

E-mail:

Bidder's Signature: The Bidder's signature indicates acceptance of the terms and conditions governing this Request for Proposal and certifies the content of the attached bidder's proposal. It also constitutes acknowledgement of receipt and acceptance of all documents listed above. The Bidder also recognizes having read and understood all terms and conditions in this RFP contained in the documents or incorporated by reference.

Signature

Date

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PART 1 - GENERAL INFORMATION

1.1 Summary

Infrastructure Canada (INFC) requires maintenance and support services for its Security Access Control System (ACS) in Ottawa and Montreal. It is the intention of INFC to continue using its currently owned Closed-Circuit Video Equipment (CCVE) ACS equipment and Alarm Monitoring System and its current software called "Keep".

The services are to be delivered at the following locations:

- (a) 180 Kent Street, Ottawa, ON;
- (b) 427 Laurier Avenue West, Ottawa, ON; and
- (c) 800 boulevard René Lévesque, Montréal, QC.

INFC will offer a site visit (at one of the Ottawa locations) to any Bidder(s) that request it. Consult Part 2 – Bidder Instructions.

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-Honduras Free-Trade Agreement, the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), the Canadian Free Trade Agreement (CFTA), the Canada-Ukraine Free Trade Agreement (CUFTA), the Agreement on Trade Continuity between Canada and the United Kingdom of Great Britain and Northern Ireland and the Canada-Korea Free Trade Agreement (CKFTA).

1.2 Security Requirements

Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses.
- (b) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

Before access to sensitive information is provided to the Bidder, the following conditions must be met:

- (a) the Bidder's proposed individuals requiring access to sensitive information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses; and
- (b) the Bidder's security capabilities must be met as indicated in Part 6 - Resulting Contract Clauses.

For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.3 Statement of Requirement

The requirement is detailed at Annex A of the resulting contract clauses.

1.4 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids – Electronic Bids

Bids must be submitted only to the email address specified, and by the date and time indicated, on page 1 of the bid solicitation.

Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.

2.2.1 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Requirement contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 20 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes () No ()**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

[Note to Bidders: Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.]

2.6 Site Visit

If the Bidder or a representative of the Bidder would like to request a site visit, the request must be sent to the Contracting Authority at procurement-provisionnement@infcc.gc.ca no later than **Thursday April 19th** at 14:00 EDT. Bidders will be required to provide the name(s) of the person(s) who will attend (maximum two persons).

2.7 Bid Challenge and Recourse Mechanisms

Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:

- Office of the Procurement Ombudsman (OPO)
- Canadian International Trade Tribunal (CITT)

Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Copies of Bid: Canada requests that the Bidder submit its bid in separately bound sections as follows:

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications
- Section IV: Additional Information
- Section V: Signed RFP Cover Page

Canada requests that the Bidder submit its bid in accordance with article 2.2 of this RFP. The bidder must provide its bid in a single transmission. Canada's email servers have the capacity to receive emails up to 20MB in size with multiple documents, up to 4MB per individual attachment.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Format for Bid: Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- Use a numbering system that corresponds to the bid solicitation.
- Include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative.
- Include a table of contents.
- Soft copies will be accepted in any of the following electronic formats:
 - Portable Document Format .pdf.
 - Microsoft Word 97/2000 (.docx).
 - Microsoft Excel 97/2000 (.xlsx).

Canada's Policy on Green Procurement: For the policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process, see the Policy on Green Procurement: [Green Procurement - Buying and Selling - PWGSC \(tpsgc-pwgsc.gc.ca\)](https://www.tpsgc-pwgsc.gc.ca/green-procurement). To assist Canada in reaching its objectives, bidders must submit electronic copies.

Section I: Technical Bid

In their technical bid, Bidders must explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Bid

Pricing: Bidders must submit their financial bid in accordance with the Pricing Schedule provided at Attachment 2 to Part 4. Applicable Taxes must be shown separately and prices must be quoted in Canadian dollars.

Variation in Rates by Time Period: For any given requirement, where the financial tables provided by Canada allow different fixed rates to be charged for the requirement during different time periods:

- (a) the rate bid must not increase by more than 5% from one time period to the next, and
- (b) the rate bid for the same requirement during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.

3.1.1 Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 1 to Part 3 - Electronic Payment Instruments.

If Attachment 1 to Part 3 - Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

Section IV: Additional Information

3.1.2 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

As indicated in Part 1 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

The Company Security Officer must ensure through the [Contract Security Program](#) that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.2, Security Requirements.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

Bids will be assessed in accordance with the entire requirement of the bid solicitation including technical and financial evaluation criteria.

An evaluation team composed of representatives of Canada will evaluate the bids.

Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

4.1.1 Technical Evaluation

Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

The mandatory technical criteria are described in Attachment 1 to Part 4 – Technical Evaluation Criteria.

Whether or not to conduct reference checks is discretionary. However, if Canada chooses to conduct reference checks, it will check the references for that requirement for all Bidders who have not, at that point, been found non-responsive.

4.1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

4.2 Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Security Requirements – Required Documentation

In accordance with the [requirements of the Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>), the Bidder must provide a completed Contract Security Program Application for Registration (AFR) form to be given further consideration in the procurement process.

Bidders are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, bidders who do not provide all the required information at bid closing will be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extension granted by the Contracting Authority in its discretion), or if Canada requires further information from the bidder in connection with assessing the request for security clearance (i.e., information not required by the AFR form), the Bidder will be required to submit that information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Bidder fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

5.2.3 Federal Contractors Program for Employment Equity – Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

6.1 Security Requirements

6.1.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. PS5210

1. The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of **SECRET**, and obtain approved Document Safeguarding Capability at the level of **PROTECTED B**, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to CLASSIFIED/PROTECTED information, assets, or sensitive site(s) must EACH hold a valid personnel security screening at the level of **SECRET**, or **RELIABILITY STATUS**, as required, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its facilities to process, produce, or store CLASSIFIED/PROTECTED information or assets until the CSP, PWGSC has issued written approval.
4. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store any sensitive CLASSIFIED/PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of **PROTECTED B**.
5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
6. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide, attached at Annex C;
 - (b) *Contract Security Manual* (Latest Edition).

NOTE: There are multiple levels of personnel security screenings associated with this file. In this instance, a Security Classification Guide must be added to the SRCL clarifying these screenings. The Security Classification Guide is normally generated by the organization's project authority and/or security authority.

6.2 Statement of Requirement

The Service Provider must perform the Work in accordance with the Statement of Requirement (SOR) at Annex A and the Service Level Agreement (SLA) at Annex D.

6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

6.3.1 General Conditions

[2010B](#) (2022-12-01), General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the contract is from 11 June 2024 to 10 June 2027.

6.4.2 Option to Extend the Contract

The Service Provider grants to Canada the irrevocable option to extend the term of the Contract by up to two additional one-year periods under the same conditions. The Service Provider agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Service Provider at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name:

Title:

Department: Infrastructure Canada

Directorate:

Address:

Telephone:

Facsimile:

E-mail address:

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Service Provider must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

6.5.2 Project Authority

The Project Authority for the Contract is:

Name:
Title:
Organization:
Address:

Telephone:
Facsimile:
E-mail address:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.3 Service Provider's Representative

Name:
Title:
Company:
Address:

Telephone:
Facsimile:
E-mail address:

6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Service Provider has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

6.7 Payment

6.7.1 Basis of Payment - Advance Payment

If applicable, Canada will pay the Service Provider in advance for the Security Access Control Monitoring and Maintenance and Support Services if:

- (a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract; and
- (b) all such documents have been verified by Canada.

6.7.2 Basis of Payment – Monthly Payment

Canada will pay the Service Provider on a monthly basis for additional work performed during the month and for any parts procured, covered by the invoice in accordance with the payment provisions of the Contract if:

- (a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (b) all such documents have been verified by Canada; and

- (c) the Work performed has been accepted by Canada.

6.7.3 Limitation of Price

SACC Manual clause [C6000C](#) (2017-08-17) Limitation of Price

6.7.4 Electronic Payment of Invoices – Contract

The Service Provider accepts to be paid using the following Electronic Payment Instrument:

- (a) Direct Deposit (Domestic and International).

6.8 Invoicing Instructions

The Service Provider must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions.

Each invoice must be supported by:

- (a) a copy of time sheets to support the time claimed;
- (b) a copy of the invoices, receipts, vouchers for all direct expenses; and
- (c) a copy of the monthly progress report.

Invoices must be distributed as follows:

- (a) The original must be forwarded to the Project Authority listed in Article 6.5.2 of the Contract for certification and payment.

6.9 Certifications and Additional Information

6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Service Provider in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Service Provider in default. Certifications are subject to verification by Canada during the entire period of the Contract.

6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*insert the name of the province or territory as specified by the Bidder in its bid, if applicable*).

6.11 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2010B (2022-12-01) General Conditions: Professional services (medium complexity);
- (c) Annex A, Statement of Requirement;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Service Level Agreement (SLA);
- (g) Annex E, Hardware Inventory;

- (h) the Service Provider's bid dated _____ (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award: “, as clarified on _____” or “, as amended on _____” and insert date(s) of clarification(s) or amendment(s)*).

6.12 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

ANNEX A

STATEMENT OF REQUIREMENT

1. INTRODUCTION

Infrastructure Canada (INFC) leads federal efforts to ensure that Canadians benefit from world-class public infrastructure. It achieves this by making investments, building partnerships, developing policies, and fostering knowledge.

2. BACKGROUND

INFC currently uses a Service Provider that provides maintenance and support services for all security equipment on INFC floors, buildings and sites. It also procures parts, as and when requested, and carries out their installation. The access control equipment is owned by INFC but is operated and warranted by the Service Provider. INFC has contracted for a FEENICS cloud-based Security Management Solution "Keep" through a secure (https) website for security access control. INFC uses Avigilon Control Centre 5 for camera management which is displayed in the Security Unit, 10th floor, 180 Kent Street, Ottawa, ON. TeamViewer 13 is used to login to the PC in the LAN room at 427 Laurier. There are currently five INFC employees designated as authorized users with a possibility of increasing that to a total of eight.

3. OBJECTIVE

The objective of this Contract is to provide INFC with a long-term qualified Service Provider capable of maintaining an access control system and providing routine maintenance and support services, and for trouble calls in Montreal and Ottawa. There may be a requirement to add other locations in the future. INFC intends to continue using its currently-owned Closed-Circuit Video Equipment (CCVE) Access Control System (ACS) equipment and alarm monitoring system, including its presently-used "Keep" software.

4. SCOPE OF WORK

In addition to the Service Level Agreement (SLA) described at Annex D, the Service Provider will be required to provide, as a minimum, the services identified below.

Outputs

Note:

- There may be a requirement to replace and/or upgrade equipment as technology evolves. The cost for this equipment will be borne by INFC.
- As equipment is being added to the system, it is understood that its maintenance will fall under this Agreement at no additional cost.

Hardware

- Verify hardware is operational as per manufacturers' specifications and customer requirements.
- Inspect, clean and lubricate as needed.

Quarterly Inspections and Maintenance (for access control hardware only)

- Clean all electric strikes including all new additions.
- Tighten all the loose locksets, including all new additions.
- Adjust the door closers and operators, including all new additions.
- Check the performance of all the power supplies, back up batteries.

- Verify camera operations, clean lenses and verify wiring including all new additions.

Annual Inspections and Maintenance

- Perform a complete verification of the security system.
- Perform all the necessary operational testing and verification of all functions within or associated with the system.
- Conduct a physical examination of every component to ensure all are in complete working condition.
- Following the inspection, provide an Inspection Report including, but not limited to:
 - A list of items inspected and their operational status.
 - An updated inventory of equipment.
 - A list of equipment in need of repair or replacement.
 - Recommendations, if any, on solutions to address security risks and vulnerabilities observed during inspection.

Monitoring and Response

- As per the Service Level Agreement.

Reporting

- All defects are to be reported to Infrastructure Canada within 24 hours of the service call.
- Submit a signed report detailing all the work completed at each service and maintenance visit.
- Copies of above reports are to be forwarded with the monthly invoice to INFC Security Services mailbox.
- Alarm reports of the previous day's alarm activity are to be sent daily except for the week-end report, which can be submitted on Monday including all activity since Friday morning. The report shall note all "Door Forced", "Door Held" and "Zone Intrusion" events, the response to the event and all instructions given by the designated INFC representative.

Alarm Monitoring

Alarm monitoring includes:

- Software upgrades;
- Software maintenance;
- Software hosting;
- Alarm system monitoring; and
- Alarm Code Management:
 - INFC uses Digital Security Controls - Maxsys Alarm Code Panels. The panels are located inside INFC space at every perimeter access point. Four-digit alarm codes are issued to INFC personnel to arm and disarm the alarm zones. The current method uses local infrastructure technology to share the codes entered into the existing security system.
 - Global System Monitoring (GSM) as a back up to the hardwired technology in place.
 - The Service Provider solution must securely manage, add, remove and change authorized user codes for specified zones.

Training

Local training and support must be available virtually. Training will be used to enhance web site usage performance and the Service Provider will provide all supporting documentation materials for an overview of basic features and functions for users to be operational with the application.

Additional Requirements

The Service Provider will need to account for a 15% growth in equipment.

Throughout the period of the Contract and the option periods, there may be a requirement to adapt the service to a new technology, such as biometrics. In such a case, INFC will work with the Service Provider to evaluate the impact on the current terms and conditions that may require a contract amendment, including adjusting the Basis of Payment.

INFC will be responsible for the cost of the transformation, as required.

5. INFC HARDWARE

An inventory of existing equipment is attached at Annex E.

6. SECURITY

Only authorized users with login credentials can access the system, and only for those components of the system for which access has been granted by a system administrator.

The application must have an automatic timeout and automatically logout/terminate the user session after a predetermined amount of session inactivity.

7. CONSTRAINTS

Any Cloud-technology services must meet the Government of Canada security requirements and be hosted and stored on Canadian soil.

8. TRAVEL REQUIREMENTS

There is no travel requirement associated with this contract. The Service Provider must provide local services in INFC locations.

ANNEX B
BASIS OF PAYMENT

Table 1 – Initial Contract Period (11 June 2024 to 10 June 2027)

Item	Unit	Cost Initial Contract Period
1. Security Access Control, Alarm Monitoring and Maintenance and Support Services.	Per Year	\$
2. Option: Allocation / setup of an additional up to 3 users.	One-time charge per user	\$
3. Cost per Keep user licence.	Per Year	\$
4. Training (group training).	Per Session	\$
5. Programming Services (if changes required).	Per Hour	\$
6. Urgent Service Calls and Parts/Equipment	Labour Cost Per Hour	\$
	Markup Percentage for Parts/Equipment	%

Table 2 –Option Period 1 (11 June 2027 to 10 June 2028)

Item	Unit	Cost Option Period 1
1. Security Access Control, Alarm Monitoring and Maintenance and Support Services.	Per Year	\$
2. Option: Allocation / setup of an additional up to 3 users (if not completed during Initial Contract Period).	One-time charge per user	\$
3. Cost per Keep user licence.	Per Year	\$
4. Training (group training).	Per Session	\$
5. Programming Services (if changes required).	Per Hour	\$

Item	Unit	Cost Option Period 1
6. Urgent Service Calls and Parts/Equipment	Labour Cost Per Hour	\$
	Markup Percentage for Parts/Equipment	%

Table 3 –Option Period 2 (11 June 2028 to 10 June 2029)

Item	Unit	Cost Option Period 2
1. Security Access Control, Alarm Monitoring and Maintenance and Support Services.	Per Year	\$
2. Option: Allocation / setup of an additional up to 3 users (if not completed during Initial Contract Period or Option Period 1).	One-time charge per user	\$
3. Cost per Keep user licence.	Per Year	\$
4. Training (group training).	Per Session	\$
5. Programming Services (if changes required).	Per Hour	\$
6. Urgent Service Calls and Parts/Equipment	Labour Cost Per Hour	\$
	Markup Percentage for Parts/Equipment	%

ANNEX C

SECURITY REQUIREMENTS CHECK LIST



Contract Number / Numéro du contrat PS5210
Security Classification / Classification de sécurité Unclassified

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Infrastructure Canada	2. Branch or Directorate / Direction générale ou Direction Security Services	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Security System RFP - Provide an access control and alarm monitoring system as well as maintenance and troubleshooting services		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité Unclassified
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Contract Number / Numéro du contrat P55210
Security Classification / Classification de sécurité Unclassified

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input checked="" type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:
Commentaires spéciaux : Contractor access to information up to Protected B, however technicians may require access to secure zones

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui

TBS/SCT 360-103(2004/12)

Security Classification / Classification de sécurité Unclassified
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Contract Number / Numéro du contrat P55210
Security Classification / Classification de sécurité Unclassified

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens		✓														
Production																
IT Media / Support TI		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



INFRASTRUCTURE CANADA

Guidelines on Handling Protected and Classified Information

Taking responsibility
for our information at INFC!

For more information, email:
IM Services / Services GI (INFC)

(Français au verso)

2020



PROTECTED INFORMATION PROTECTED A

*Unauthorized release could cause injury to an
individual, organization or government.
Loss of privacy or embarrassment*

Examples:

- Contracts and tenders
- Date of birth
- Home address and telephone number
- 3rd party business information provided in confidence
- Personal Record Identifier (PRI)
- Letters of offer

Document Standards

Upon Creation: Create in GCdocs

Marking: **PROTECTED A** on top outside corner of all pages

Storage: In a locked office or container

Disposal: Approved security shredder, in accordance with RCMP Guide G1-001 and approved records disposition authorities. Contact Security Services at [Security Services / Services de sécurité \(INFC\)](#)

Mailing Standards

Unmarked single envelope / enclosure:

- Internal and registered mail or courier services

Electronic Standards

Storage: Can be stored on a regular workstation and saved in GCdocs

Printing: Network or local printer

Transmission:

- May be transmitted via regular fax or phone
- Internet – **Must be encrypted (PKI)**
- Intranet – Does not require encryption
- Include security level of document in email subject line

Disposal:

- Hardware: Contact [IT Services / Services TI \(INFC\)](#)
- Electronic Data Destruction Services provided through IT Security at [IT Security Services / Services de sécurité TI \(INFC\)](#)

SECURITY CLEARANCE: RELIABILITY

PROTECTED INFORMATION PROTECTED B

*Unauthorized release could cause **serious** injury to an individual, organization or government. Prejudicial treatment, loss of reputation or competitive edge.*

Examples:

- Treasury Board papers
- SIN (when coupled with an employee or client file)
- Solicitor-client privilege
- Contract negotiations
- Risk assessments
- Government decision-making documents
- Criminal, medical, psychiatric or psychological records

Document Standards

Upon Creation: Create in GCdocs

Marking: **PROTECTED B** on top outside corner of all pages

Storage: Approved security container with integral combination lock

Disposal: Approved security shredder, in accordance with RCMP Guide G1-001 and approved records disposition authorities. Contact Security Services at [Security Services / Services de sécurité \(INFC\)](#)

Mailing Standards

Double envelope / enclosure:

- Mark inner envelope / enclosure: **PROTECTED B** "To be opened by addressee only"
- Place in an outer envelope / enclosure - address with no security marking
- Internal and registered mail or courier services

Electronic Standards

Storage: Saved in GCdocs or stored on removable media (encrypted USB sticks provided by [IT Services / Services TI \(INFC\)](#)) and locked in a security-approved container

Printing: Network printer with PIN or local printer

Transmission:

- May be transmitted via regular fax or phone with secure process
- May be transmitted via encrypted (PKI) Internet / Intranet
- Include security level of document in email subject line

Disposal:

- Hardware: Contact [IT Services / Services TI \(INFC\)](#)
- Electronic Data Destruction Services provided through IT Security at [IT Security Services / Services de sécurité TI \(INFC\)](#)

SECURITY CLEARANCE: RELIABILITY

PROTECTED INFORMATION PROTECTED C

*Unauthorized release could cause **extremely serious** injury to an individual, organization or government. Significant financial loss or loss of life.*

Examples:

- Records identifying persons deliberately spreading a life-threatening infectious disease
- Information that could cause bankruptcy
- Testimony against another individual

Document Standards

Upon Creation: Can ONLY be created on stand-alone workstation

Marking: **PROTECTED C** on top outside corner of all pages

Storage: Approved security container with integral combination lock in approved secure zone

Disposal: Approved security shredder, in accordance with RCMP Guide G1-001 and approved records disposition authorities. Contact Security Services at [Security Services / Services de sécurité \(INFC\)](#)

Mailing Standards

Double envelope / enclosure:

- Mark inner envelope / enclosure: **PROTECTED C** "To be opened by addressee only"
- Place in an outer envelope / enclosure - address with no security marking
- Internal and registered mail or courier services

Electronic Standards

Storage: Can only be stored on removable media (encrypted USB sticks provided by [IT Services / Services TI \(INFC\)](#)) and locked in a security-approved container; **cannot be stored in GCdocs**

Printing: Local printer only

Transmission:

- Must be transmitted via secure fax or secure phone
- **Cannot be transmitted** by Internet / Intranet

Disposal:

- Hardware: Contact [IT Services / Services TI \(INFC\)](#)
- Electronic Data Destruction Services provided through IT Security at [IT Security Services / Services de sécurité TI \(INFC\)](#)

SECURITY CLEARANCE: RELIABILITY

CLASSIFIED INFORMATION
CONFIDENTIAL

*Unauthorized release could cause
injury to national interest*

Examples:

- Federal-provincial affairs
- International affairs and defence
- Private views of officials not intended for disclosure
- Premature disclosure would be detrimental to government plans or intentions

Document Standards

Upon Creation: Can ONLY be created on stand-alone workstation

Marking: **CONFIDENTIAL** on top outside corner of all pages

Storage: Approved security container with integral combination lock in approved secure zone

Disposal: Approved security shredder, in accordance with RCMP Guide G1-001 and approved records disposition authorities. Contact Security Services at [Security Services / Services de sécurité \(INFC\)](#)

Mailing Standards

Double envelope / enclosure:

- Mark inner envelope / enclosure: **CONFIDENTIAL** "To be opened by addressee only"
- Place in an outer envelope / enclosure - address with no security marking
- Internal and registered mail or courier services

Electronic Standards

Storage: Can only be stored on removable media (encrypted USB sticks provided by [IT Services / Services TI \(INFC\)](#)) and locked in a security-approved container; **cannot be stored in GCdocs**

Printing: Local printer only

Transmission:

- Must be transmitted via secure fax or secure phone
- **Cannot be transmitted** by Internet / Intranet

Disposal:

- Hardware: Contact [IT Services / Services TI \(INFC\)](#)
- Electronic Data Destruction Services provided through IT Security at [IT Security Services / Services de sécurité TI \(INFC\)](#)

SECURITY CLEARANCE: CONFIDENTIAL

CLASSIFIED INFORMATION
SECRET

*Unauthorized release could cause **serious**
injury to national interest*

Examples:

- Cabinet documents
- Vital law enforcement
- Plans for the defence of areas and installations
- Particulars of federal budget before its official release

Document Standards

Upon Creation: Can ONLY be created on stand-alone workstation

Marking: **SECRET** on top outside corner of all pages. Pages must be numbered and copies identified (e.g. page 1 of xx and copy number 1 of xx)

Storage: Approved security container with integral combination lock in approved secure zone

Disposal: Approved security shredder, in accordance with RCMP Guide G1-001 and approved records disposition authorities. Contact Security Services at [Security Services / Services de sécurité \(INFC\)](#)

Mailing Standards

Double envelope / enclosure:

- Mark inner envelope / enclosure: **SECRET** "To be opened by addressee only"
- Place in an outer envelope / enclosure - address with no security marking
- Within Canada deliver by hand or courier service (proof of mailing); outside Canada delivery by Diplomatic Security Mail Service

Electronic Standards

Storage: Can only be stored on removable media (encrypted USB sticks provided by [IT Services / Services TI \(INFC\)](#)) and locked in a security-approved container; **cannot be stored in GCdocs**

Printing: Local printer only

Transmission:

- Must be transmitted via secure fax or secure phone
- **Cannot be transmitted** by Internet / Intranet

Disposal:

- Hardware: Contact [IT Services / Services TI \(INFC\)](#)
- Electronic Data Destruction Services provided through IT Security at [IT Security Services / Services de sécurité TI \(INFC\)](#)

SECURITY CLEARANCE: SECRET

CLASSIFIED INFORMATION TOP SECRET

*Unauthorized release could cause **extremely serious** injury to an individual, organization or government*

Examples:

- Vital intelligence matters
- Detailed proposed alliances
- Negotiations for treaties or agreements
- Information relating to widespread loss of life

Document Standards

Upon Creation: Can ONLY be created on stand-alone workstation

Marking: **TOP SECRET** on top outside corner of all pages. Pages must be numbered and copies identified (e.g. page 1 of xx and copy number 1 of xx)

Storage: Approved dial safe in approved secure zone

Disposal: Approved security shredder, in accordance with RCMP Guide G1-001 and approved records disposition authorities. Contact Security Services at [Security Services / Services de sécurité \(INFC\)](#)

Mailing Standards

Double envelope / enclosure:

- Mark inner envelope / enclosure: **TOP SECRET "To be opened by addressee only"**. Include a transmittal note, receipt form and tape sealed
- Place in an outer envelope / enclosure - address with no security marking
- Within Canada deliver by hand only (signature receipt); outside Canada deliver by Diplomatic Security Mail Service

Electronic Standards

Storage: Can only be stored on removable media (encrypted USB sticks provided by [IT Services / Services TI \(INFC\)](#)) and locked in an approved dial safe in a secure zone; cannot be stored in GCdocs

Printing: Local printer only

Transmission:

- Must be transmitted via Top Secret level secure fax or Top Secret level secure phone
- **Cannot be transmitted** by Internet / Intranet

Disposal:

- Hardware: Contact [IT Services / Services TI \(INFC\)](#)
- Electronic Data Destruction Services provided through IT Security at [IT Security Services / Services de sécurité TI \(INFC\)](#)

SECURITY CLEARANCE: TOP SECRET

CLEAN DESK GUIDELINES

It is crucial to protect sensitive information from disclosure when office space is frequented by visitors, consultants, vendors, maintenance crews and fellow employees.

Throughout the day:

- Lock sensitive documents and computer media in secure cabinets
- Physically secure laptops with security cables
- Before walking away, secure your workstation by enabling password protection

Do not display sensitive documents or information, such as:

- User IDs and passwords
- IP addresses
- Contracts and account numbers
- Client lists
- Intellectual property
- Employee records

At the end of the day, take a moment to:

- Tidy up and secure sensitive material
- Lock drawers, file cabinets and office
- Secure expensive equipment (laptop, tablet, cell phone, etc.)
- Shut down your computer

Personal Information

Information of a personal nature refers to an identifiable individual; it includes:

- Name, address, age, race, religion, PRI, and SIN
- Medical, educational, criminal or employment history
- Any identifying numbers or symbols

Personal information may be Protected A, B or C. Because of the need to know and access principles, when mailing within INFC add the following warning statement: "**To be opened by addressee only**".

ANNEX D

SERVICE LEVEL AGREEMENT

Availability

The Access Control System (ACS) must be available to Infrastructure Canada employees 24 hours a day, 365 days a year, and must be available 99.5% of the time. This includes holidays at no extra cost.

The Service Provider must provide technical support by telephone. Telephone to be available between 08:00 AM to 5:00 PM EST Monday to Friday (excluding holidays), and by email for off-hours.

Monitoring and Response

Provide monitoring and response services - 24 hours a day, 7 days per week (including holidays) at no extra charge:

- Site alarms, 24/7 off-site alarm monitoring of INFC premises: maximum dispatch response time of 5 minutes.
- Emergency maintenance and service calls: maximum response time of 4 hours.
- Access control equipment to be functional: within 24 hours of initial call.

Register all calls with details of all work done and send electronically to INFC Security Services mailbox the next business day.

Problem Escalation

The Service Provider must deliver, enable and support an escalation procedure, triggered by Infrastructure Canada, if support response times, service availability or search response times are not met as defined in this Service Level Agreement.

ANNEX E

HARDWARE INVENTORY

General

Infrastructure Canada Buildings:

- 180 Kent St., Ottawa, ON (9th to 12th floor)
- 427 Laurier Ave. West, Ottawa, ON (10th floor)
- 800 René-Lévesque West, Montreal, QC (21st floor)

All locations are monitored 24/7 through motion detectors and door contacts. Zones are armed/disarmed using the alarm panels installed next to each perimeter door.

180 Kent, 427 Laurier and 800 René-Lévesque are equipped with a controller located in a designated LAN room. Access control inputs and outputs are relayed through 33 interfaces (MR50 & MR52) located in various LAN rooms. The perimeter doors are equipped with a request to exit device as well as a door operator for accessibility needs.

180 Kent - Ottawa

- 4 x 12-volt Altronix
- 4 x 24-volt Atronix
- 15 x DSC / Maxsys Keypad, LCD
- 20 x DSC Motion Detectors
- 1 x EP1502 Controller
- 1 X FN-C3202 Controller
- 14 x MR52 dual reader panel
- 6 x MR50 interface module
- 9 x Power Supplies
- 38 x Card Readers
- 36 x Electric Strikes
- 2 x Electrified lockset handle
- 6 x Request to exit
- 17 x Electrified door closer
- 15 x Avigilon 3.MP camera
- 1 x ADI 16 port switch
- 1 x Avigilon 24TB NVR4
- 1 x Traka V Touch 5 with card reader

427 Laurier - Ottawa

- 10 x Maxsys Keypad, LCD
- 11 x DSC Motion Detector
- 1 x 12-volt Altronix
- 1 x EP2500 Controller
- 1 X FN-C3202 Controller
- 1 x MR50
- 10 x MR52
- 19 x Card Readers (Door)

- 19 x Electric Strikes
- 12 x Electrified door closer
- 19 x Request to exit
- 2 x Power Supplies
- 4 x Avigilon 3.MP camera
- 2 x Wisenet camera
- 1 x ADI 16 port switch
- 1 x Traka V Touch 5 with card reader

800 René-Lévesque West - Montreal

- 1 x 12-volt Altronix
- 5 x Maxsys Keypad, LCD
- 5 x DSC Motion Detector
- 1 x EP1502 Controller
- 1 X FN-C3202 Controller
- 2 x MR52
- 5 x Card Readers
- 5 x Electric Strikes
- 2 x Request to exit
- 3 x Electrified door closer
- 1 x Power Supply
- 3 x Avigilon 3.MP camera
- 1 x ADI 16 port switch
- 1 x Traka V Touch 5 with card reader

ATTACHMENT 1 to PART 3 of the BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts the following Electronic Payment Instrument:

- Direct Deposit (Domestic and International);

ATTACHMENT 1 to PART 4 of the BID SOLICITATION

TECHNICAL EVALUATION CRITERIA

Instructions to Bidders:

1. Bidders must provide two reference contracts (Tables 1 and 2 below) where they have provided similar services.
2. Bidders must complete Table 3 – Mandatory Evaluation Criteria.
3. Bidders must fully complete all tables and meet all requirements to be considered for award of a contract.
4. The Bidder that meets all mandatory requirements and offers the lowest cost bid will be considered for award of a contract.

Table 1 - Corporate Reference

Reference #1	
Service Provider Name:	
Client Identification	Title
	Client Name
	Client Address
	Client Contact Name
	Title
	Telephone Number
	Email Address
(i) Is currently being provided or was provided within the last 2 years.	Yes <input type="checkbox"/> No <input type="checkbox"/> Start Date: dd/mm/yyyy End Date: dd/mm/yyyy
(ii) Installation was cloud-based.	Yes <input type="checkbox"/> No <input type="checkbox"/>
(iii) Description of the Service Provider's specific tasks, activities and deliverables – if the service does not meet 100% of this Statement of Requirement, it must meet at least 80% and an explanation of the delta must be provided.	
(iv) Was the client a federal, provincial or municipal government entity? If yes, specify.	Yes <input type="checkbox"/> No <input type="checkbox"/> _____

Table 2 - Corporate Reference

Reference #2	
Service Provider Name:	
Client Identification	Title
	Client Name
	Client Address
	Client Contact Name
	Title
	Telephone Number
	Email Address
(v) Is currently being provided or was provided within the last 2 years.	Yes <input type="checkbox"/> No <input type="checkbox"/> Start Date: dd/mm/yyyy End Date: dd/mm/yyyy
(vi) Installation was cloud-based.	Yes <input type="checkbox"/> No <input type="checkbox"/>
(vii) Description of the Service Provider's specific tasks, activities and deliverables – if the service does not meet 100% of this Statement of Requirement, it must meet at least 80% and an explanation of the delta must be provided.	
(viii) Was the client a federal, provincial or municipal government entity? If yes, specify.	Yes <input type="checkbox"/> No <input type="checkbox"/> _____

Table 3 – Mandatory Evaluation Criteria

#	Description	Yes	No
1.	Must be able to meet terms of the Service Level Agreement (SLA) in Annex D.		
2.	Must be able to provide maintenance and support services of current equipment: a) Card Readers, electric strikes, electrified door handles and related equipment. b) Door Closers and Operators. c) CCVE Monitoring Recording Equipment. d) Alarm Monitoring Equipment.	a) b) c) d)	a) b) c) d)
3.	Must be able to maintain the current secure access control system and profile database for all identification and access card requirements.		
4.	Must be able to provide break/fix service including procuring the parts.		
5.	Must be able to provide alarm monitoring services with 24/7 detection and dispatch.		
6.	Must be able to provide alarm code management and monitoring.		
7.	Must be able to provide locksmith services including Master Key Chart custodian and response.		
8.	Must be able to provide quarterly and annually scheduled maintenance.		
9.	Must be able to provide the service in INFC current and future locations: a) Ottawa. b) Montreal. c) Future INFC location(s) within Canada.	a) b) c)	a) b) c)
10.	Must be able to keep in stock: a) One (1) card reader; b) One (1) electrified handle; and c) One (1) electric strike.	a) b) c)	a) b) c)
11.	The system must have the capability to deliver, enable and support the functionality to manage a minimum of 5 and up to 8 concurrent user accounts.		
12.	Must be able to provide a resource experienced with Keep.		

ATTACHMENT 2 to PART 4 of the BID SOLICITATION

PRICING SCHEDULE

Note: Volumetrics are estimated values only, for financial evaluation purposes.

Initial Contract Period (11 June 2024 to 10 June 2027)

"A" ITEM	"B" UNIT	"C" UNIT COST	"D" ESTIMATED COST
1. Security Access Control, Alarm Monitoring and Maintenance and Support Services.	Per Year		"C" x 3 years = \$ _____
2. Option: Allocation / setup of an additional up to 3 users.	One-time charge per user		"C" x 3 users = \$ _____
3. Cost per Keep user licence.	Per Year		"C" x 5 users x 3 years = \$ _____
4. Training (group training).	Per Session		"C" x 3 sessions x 3 years = \$ _____
5. Programming Services (if changes required).	Per Hour		"C" x 3 hours x 3 years = \$ _____
6. Urgent Service Calls and Parts/Equipment	Labour Cost Per Hour		"C" x 60 hours x 3 years = \$ _____
	Markup Percentage for Parts/Equipment		"C" x \$9,000 including markup x 3 years = \$ _____
Estimated Cost (Initial Contract Period 3 Years)			\$
Estimated Applicable Taxes (Initial Contract Period 3 Years)			\$
Total Estimated Cost (Initial Contract Period 3 Years)			\$

Option Period 1 (11 June 2027 to 10 June 2028)

“A” ITEM	“B” UNIT	“C” UNIT COST	“D” ESTIMATED COST
1. Security Access Control, Alarm Monitoring and Maintenance and Support Services.	Per Year		“C” = \$ _____
2. Option: Allocation / setup of an additional up to 3 users (if not completed during Initial Contract Period).	One-time charge per user		“C” x 3 users = \$ _____
3. Cost per Keep user licence.	Per Year		“C” x 5 users = \$ _____
4. Training (group training).	Per Session		“C” x 3 sessions = \$ _____
5. Programming Services (if changes required).	Per Hour		“C” x 3 hours = \$ _____
6. Urgent Service Calls and Parts/Equipment	Labour Cost Per Hour		“C” x 60 hours = \$ _____
	Markup Percentage for Parts/Equipment		“C” x \$10,000 including markup = \$ _____
Estimated Cost (Option Year 1)			\$
Estimated Applicable Taxes (Option Year 1)			\$
Total Estimated Cost (Option Year 1)			\$

Option Period 2 (11 June 2028 to 10 June 2029)

“A” ITEM	“B” UNIT	“C” UNIT COST	“D” ESTIMATED COST
1. Security Access Control, Alarm Monitoring and Maintenance and Support Services.	Per Year		“C” = \$ _____
2. Option: Allocation / setup of an additional up to 3 users (if not completed during Initial Contract Period or Option Period 1).	One-time charge per user		“C” x 3 users = \$ _____
3. Cost per Keep user licence.	Per Year		“C” x 5 users = \$ _____
4. Training (group training).	Per Session		“C” x 3 sessions = \$ _____
5. Programming Services (if changes required).	Per Hour		“C” x 3 hours = \$ _____
6. Urgent Service Calls and Parts/Equipment	Labour Cost Per Hour		“C” x 60 hours = \$ _____
	Markup Percentage for Parts/Equipment		“C” x \$11,000 including markup = \$ _____
Estimated Cost (Option Period 2)			\$
Estimated Applicable Taxes (Option Period 2)			\$
Total Estimated Cost (Option Period 2)			\$

Estimated Total Cost - Initial Contract Period plus Option Years

Estimated Cost (5 Years)	\$
Estimated Applicable Taxes (5 Years)	\$
Total Estimated Cost (5 Years)	\$